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North Carolina

# ISP\_Guide2004

(International Service Providers Guide)

*Developed in cooperation with:*

**North Carolina District Export Council**

**US Department of Commerce:**

**Charlotte US Export Assistance Center**

**Greensboro Export Assistance Center**

**Raleigh Export Assistance Center**

*The material in this resource guide is authored and submitted by the various agencies and organizations listed.  
Each organization is therefore responsible for verifying the accuracy and currency of its data.*

Maintained and updated by the NC Small Business and Technology Development Center's (SBTDC)  
International Business Development Program

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Any opinions, findings, conclusions, or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA.*

*Please report any corrections or changes by the end of the first month of every quarter  
to Sharrell Macklin at the SBTDC (phone 919.715.7272 or send e-mail to [smacklin@sbtcd.org](mailto:smacklin@sbtcd.org))*

An updated version will be available for review and downloading quarterly (in .pdf format)  
from the SBTDC's web site (under "Publications") at [www.sbtcd.org](http://www.sbtcd.org)



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**PRIMARY CONTACT AND TITLE:**

Ms. Chilton Rogers, Assistant Director  
Appalachian Regional Development Institute

**MAILING ADDRESS:**

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Boone, NC 28608-2131  
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FAX#: 828-262-6553  
E-mail: *rogersc@appstate.edu*  
Web site: *www.ardi.appstate.edu*

**ADDITIONAL CONTACT INFORMATION:**

Dr. Jean-Pierre Courbois, Director of AIBC  
Tel#: 828-262-2117  
FAX#: 828-262-6553  
E-mail: *courboisjp@appstate.edu*

**BRIEF DESCRIPTION OF SERVICES PROVIDED:**

The Appalachian International Business Center is a program of the Appalachian Regional Development Institute at Appalachian State University. The primary purpose of the AIBC program is to assist small and medium firms in Western North Carolina with export development by providing services directly and by referring firms to other international service providers.

Specific services available through the AIBC include:

- Assist firms with identifying export potential by researching published and Internet-based material on foreign markets.
- Conduct National Trade Data Bank searches.
- Conduct preliminary export readiness assessment and refer firms to other service providers for appropriate assistance.
- Assist with international marketing plans.
- Provide basic training and technical assistance for using the Internet for research and international marketing.
- Provide international trade information and resources over a Web site at Appalachian State University.
- Provide a job market for firms and international trade professionals over the Web site.
- Provide administrative support for the Northwest Chapter of the NC World Trade Association, including a member list-serve for sharing trade information.

## Appalachian International Business Center

## Charlotte Chamber of Commerce

### PRIMARY CONTACT AND TITLE:

Justin Hunt, Vice President (International Development)  
Headquarters and International Development

### MAILING ADDRESS:

330 South Tryon Street, Charlotte, NC 28202  
Tel#: 704-378-1310  
FAX#: 704-338-6931  
E-mail: [jhunt@charlottechamber.com](mailto:jhunt@charlottechamber.com)  
Web site: [www.charlottechamber.com](http://www.charlottechamber.com)

### BRIEF DESCRIPTION OF SERVICES PROVIDED:

- Assists foreign and domestic companies interested in relocating to, or establishing new operations in, the City of Charlotte or elsewhere in Mecklenburg County
- Provides all data required to conduct location analysis, helps companies identify suitable real estate options, makes introductions to local business leadership

## Charlotte/ Mecklenburg County Public Library

### PRIMARY CONTACT AND TITLE:

Lydia K. Leovic, Information Specialist

### MAILING ADDRESS:

310 N. Tryon Street, Charlotte, NC 28202  
Tel#: 704-336-2725 FAX#: 704-336-2002  
E-mail: [lleovic@plcmc.org](mailto:lleovic@plcmc.org) Web site: [www.plcmc.org](http://www.plcmc.org)

### BRIEF DESCRIPTION OF SERVICES PROVIDED:

The International Business Library (IBL) is an extensive yet practical collection of print and electronic resources designed for those interested in doing business globally. Highlights of the collection include:

- foreign company and global trade association directories
- importing and exporting guides
- statistical data generated by world organizations
- cultural sensitivity and live business/periodical resources
- market and country research reports
- subscriptions to more than 100 magazines and newspapers
- electronic databases, such as Stat-USA, FIS Online, and RDS BizSuite, along with InfoTrac and NC Live business and periodical resources
- Electronic databases such as Gale's Business and Company Resources Center, ABI/Inform Global, and Ebscohost's Business Source Elite.

There is no cost for using this collection of international business resources. The IBL is open Monday through Thursday, 9am to 9pm; Friday and Saturday, 9am to 6pm; and Sunday 1pm to 6pm. For assistance, call 704-336-2725.

**PRIMARY CONTACT AND TITLE:**

Michael Campbell, Director of Economic Development

**MAILING ADDRESS:**

1001 Morehead Square Drive, Suite 200, Charlotte, NC 28203

Tel#: 704-347-8942 FAX#: 704-347-8981

E-mail: [mcampbell@charlotteregion.com](mailto:mcampbell@charlotteregion.com)

Web site: [www.charlotteusa.com](http://www.charlotteusa.com)

**BRIEF DESCRIPTION OF SERVICES PROVIDED:**

The partnership is a public/ private economic development organization representing 16 counties in the Charlotte Region. We market the advantages which the Charlotte region offers to foreign-owned companies that are interested in relocating or expanding to this growing region of the United States.

***Foreign Trade Zone #57***

Distribution Technology, Inc.

PO Box 7123, Charlotte NC 28217

Contact: Mark Miralia

Tel#: 704-587-5556 / 800-264-4771 FAX# 704-587-5591

E-mail: [mark.miralia@distributiontechnology.com](mailto:mark.miralia@distributiontechnology.com)

International Airport Centers

3200 International Airport Dr., Suite 700, Charlotte, NC 28208

Contact: Justin Schultz

Tel#: 704-423-0423 FAX#: 704-423-0077

E-mail: [jschultz@jetcargo.com](mailto:jschultz@jetcargo.com)

***Foreign Trade Zone #57 extension***

Catawba Valley Economic Development Corporation

100A Southwest Boulevard, Suite 201, Newton, NC 28658

Contact: Bebe Leitch

Tel #: 828-464-7198

FAX #: 828-465-8392

E-mail: [bebe@catawbacounty.biz](mailto:bebe@catawbacounty.biz)

***Foreign Trade Zone #66 and #67***

NC State Ports Authority

2202 Burnett Blvd., Wilmington NC 28401

Contact: Heather Pirtle

Tel#: 910-343-6229 FAX#: 910-763-6440

E-mail: [heather\\_pirtle@ncports.com](mailto:heather_pirtle@ncports.com)

Web site: [www.ncports.com](http://www.ncports.com)

## Charlotte Regional Partnership

## Foreign Trade Zones

Numbers 57, 66,  
67, 93, 214, and 230

## **Foreign Trade Zone #93**

Contact: Pamela Davison  
516 North East Street, Raleigh, NC 27604  
Tel #: 919-558-9394  
FAX #: 919-549-9390  
E-mail: [pkdavison@nc.rr.com](mailto:pkdavison@nc.rr.com)

Longistics  
PO Box 110007, Research Triangle Park, NC 27709  
Contact: Hardy Dail  
Tel#: 919-872-7626 / 800-289-0082 FAX#: 919-941-5761  
E-mail: [hardy@longistics.com](mailto:hardy@longistics.com)

## **Foreign Trade Zone #214**

Global Transpark Authority  
2780 JetPort Road  
Kinston, NC 28504  
Contact: Darlene Waddell  
Tel# 252-522-4929 ext. 714 FAX# 252-522-5778  
E-mail: [dwaddell@ncgtp.com](mailto:dwaddell@ncgtp.com)

## **Foreign Trade Zone # 230**

Piedmont Triad Partnership  
7614 Business Park Drive  
Greensboro, NC 27409-9696  
Contact: Penny Whiteheart  
Tel#: 336-668-4556 / 800-669-4556 FAX#: 336-668-3749  
E-mail: [pwhiteheart@piedmontriadnc.com](mailto:pwhiteheart@piedmontriadnc.com)

### **BRIEF DESCRIPTION OF SERVICES PROVIDED:**

The US Foreign Trade Zone Program was created by special legislation of the US Congress in order to stimulate international trade and create jobs and investment in the United States. Companies may bring foreign and domestic merchandise into zones for a variety of purposes, including storage, testing, relabeling, displaying and manufacturing and for the eventual purpose of entry into US commerce or for exportation from the United States. All Customs duties and federal excise taxes are deferred while merchandise is in a zone and, in many instances, these duties or taxes can be substantially reduced or eliminated through zone use. Subzones may be established for use by individual manufacturers. New Foreign Trade Zones were recently approved at the Global Transpark and also in the Triangle area.



# Hickory International Council

**PRIMARY CONTACT:**

Dieter Bialek, Council Vice-Chair and Chair, Business and  
Economic Development Sub-committee

**MAILING ADDRESS:**

3351 Second Street Place NW  
Hickory, NC 28601-1075  
Tel#: 828-327-6844  
E-mail: [dbialek@earthlink.net](mailto:dbialek@earthlink.net)  
Web site: [www.hickorygov.com/internationalcouncil/](http://www.hickorygov.com/internationalcouncil/)

**ADDITIONAL CONTACT INFORMATION:**

Corki Jones, Staff Liaison  
Hickory Public Library  
375 Third Street NE  
Hickory, NC 28601

**BRIEF DESCRIPTION OF SERVICES PROVIDED:**

The mission of the Hickory International Council (HIC) is to act as a forum for the local and global international community and as a liaison between that community and the city government in order to promote goodwill and improve the quality of life for all.

Specific services available through the HIC:

- Assist area firms that want to start exporting products
- Assist in attracting foreign businesses to invest in the area
- Provide general information on international trade
- Promote better global understanding and cooperation in the areas of business, education, cultural awareness, and individual contacts
- Coordinate efforts with other international organizations

# International Visitors Council/ World Affairs Council

## PRIMARY CONTACTS, TITLES, and ADDRESSES:

S. Todd Culpepper, Executive Director  
118 South Person Street / PO Box 28124, Raleigh, NC 27611  
Tel#: 919-838-9191  
FAX#: 919-838-9163  
E-mail: [ivc@northcarolina.edu](mailto:ivc@northcarolina.edu) or [tculp@northcarolina.edu](mailto:tculp@northcarolina.edu)  
Web site: [www.ivc-RTP.org](http://www.ivc-RTP.org)

Beth Robertson, Director  
Piedmont Triad Council for International Visitors  
PO Box 7181, High Point, NC 27264  
Tel#: 336-889-7963  
FAX#: 336-889-0668

José Hernandez-Paris, Director or Ludmila Van Dreel, Program Officer  
International House of Metrolina  
322 Hawthorne Lane  
Charlotte, NC 28204  
Tel#: 704-342-2248  
FAX#: 704-334-2423  
E-mail: [jose@ihclt.org](mailto:jose@ihclt.org) or [ludmila@ihclt.org](mailto:ludmila@ihclt.org)

## BRIEF DESCRIPTION OF SERVICES PROVIDED:

The International Visitors Council/World Affairs Council (IVC/WAC) is an independent, non-partisan organization that promotes understanding of world affairs, citizen-to-citizen diplomacy, and the recognition of North Carolina as an international center of education, culture, and business.

IVC/WAC plans itineraries for approximately 1,000 foreign dignitaries each year, enabling them to interact with Triangle-area citizens and businesses. The visitors travel under the auspices of the United States Department of State; however, IVC also plans programs for visitors sponsored by other US government agencies, corporations, and private organizations.

IVC/WAC also plans and implements programming associated with the World Affairs Councils of America (hosting international speakers and related events), the German Marshall Fund (the Marshall Memorial Fellowship), and the Bureau of Educational and Cultural Affairs, US Department of State.

**PRIMARY CONTACT AND TITLE:**

Jean M. Elia, Executive Director

**MAILING ADDRESS:**

Kenan Institute of Private Enterprise  
Kenan Center, CB# 3440  
UNC-Chapel Hill  
Chapel Hill, NC 27599-3440  
Tel#: 919-962-8201  
FAX#: 919-962-8202  
E-mail: [jean\\_elia@unc.edu](mailto:jean_elia@unc.edu) or [david\\_sullivan@unc.edu](mailto:david_sullivan@unc.edu)  
Web site: [www.kenaninstitute.unc.edu](http://www.kenaninstitute.unc.edu)

**BRIEF DESCRIPTION OF SERVICES PROVIDED:**

The Frank Hawkins Kenan Institute of Private Enterprise was established in 1985 through a series of gifts from the William R. Kenan, Jr. Charitable Trust and the William R. Kenan, Jr. Fund to:

- promote cooperation among business, academia, and government
- foster market-based economic development
- utilize the private sector to serve the public interest in the United States and worldwide

The institute's strategy for realizing this mission has been to develop innovative public-private partnerships that build the capacity of people, business, and communities to prosper in market-based environments and to produce research that provides the basis for replicating and extending these programs nationally and internationally. Each program incorporates three elements:

- promoting entrepreneurship in areas where private-sector development lags
- opening up international business opportunities for small and mid-size North Carolina and US firms
- bringing the dynamism of the private sector to bear in meeting the needs of society

Six centers operate within the Kenan Institute from three locations: Chapel Hill; Charlotte; and Washington, DC. The six centers are:

- Center for Community Capitalism
- Center for Logistics and Global Strategy
- Urban Investment Strategies Center
- Center for the Emerging Markets
- Center for Global Business Research
- Center for Competitiveness and Employment

The institute offices in Chapel Hill also house the UNC-CH Office of Economic Development, the NC Global Center, and the MBA Enterprise Corps. Center activities include action programs, applied research, business-government outreach, education and training

# Kenan Institute of Private Enterprise

## Mayor's International Cabinet

programs, and publications. These centers provide forums for ongoing interaction between business, academia, and government around issues related to the institute's core mission. An affiliated entity, the Kenan Institute Asia, headquartered in Bangkok, Thailand, supports mutually advantageous cooperation in Asia through a broad range of programs, addressing that region's development needs while reinforcing long-term United States business, educational, and technological presence.

Through the activities and programs of the Center for Emerging Markets, based out of the Institute's offices in Washington, DC, the institute supports small and mid-size North Carolina and US companies interested in expanding into the promising emerging markets of the world. The center has developed a reputation as a leading practitioner in US export promotion and trade with emerging market countries, integrating export promotion with development cooperation. The center works with other Kenan Institute initiative such as the MBA Enterprise Corps and the Urban Strategies Center, as well as with North Carolina agencies and organizations, to build commercial linkages with emerging markets. It has expanded its expertise beyond environment to include private infrastructure, telecommunications, and education/health technologies.

Additional support for job-generating small and mid-size North Carolina and US companies in their global expansion efforts is also provided by the international business and policy research and analysis conducted by the institute's Center for Global Business Research (CGBR). Complementing the activities of the CEM, the CGBR assesses industry-specific opportunities for US companies and conducts policy studies aimed at providing practical solutions to problems faced by business and government in promoting US private enterprise.

### **PRIMARY CONTACT AND TITLE:**

Cynthia Stringham-Smith, Executive Director

### **MAILING ADDRESS:**

Charlotte Mecklenburg Government Center  
600 East Fourth Street, 2<sup>nd</sup> floor  
Charlotte, NC 28202  
Tel#: 704-336-2174  
FAX#: 704-336-6644  
E-mail: [mic@ci.charlotte.nc.us](mailto:mic@ci.charlotte.nc.us)  
Web site: [www.charlottemic.org](http://www.charlottemic.org)

## **BRIEF DESCRIPTION OF SERVICES PROVIDED:**

The primary role of the Mayor's International Cabinet is to serve as an advisory board to the mayor and city government. It provides a community forum for international issues, offers citizen access to local government officials, and works with local international organizations to promote public awareness of Charlotte's ethnic diversity and international connections.

## **VISION**

*Informed Citizenry.* A citizenry that is part of the global community and that recognizes the importance of the relationship between the life and prosperity of the Charlotte region and the rest of the world.

*Committed Civic Leaders.* A civic leadership that is well informed about world affairs and fully committed to enhancing Charlotte's role as an international city.

*Active Business Community.* A business community committed to integrating the region's industrial, financial and commercial institutions into the world economy.

*Supportive Environment.* An environment that promotes an international perspective, an appreciation of other cultures and the acceptance and integration of people of all nationalities, religions and ethnic backgrounds.

*International Opportunities.* A multitude of opportunities for students and citizens of all ages to enrich themselves through cultural exchanges and international education programs.

*Global Linkages.* A wide range of financial, commercial, educational, cultural and social linkages around the globe that integrate Charlotte into the world community.

## **GOALS FOR CHARLOTTE'S INTERNATIONALIZATION**

*Visibility and Awareness.* Improve global and domestic awareness of Charlotte as an international city.

*Community Services and Welcome.* Develop an environment that welcomes and values international visitors and citizens.

*Education.* Develop cultural understanding and tolerance within the community; ensure that education teaches a sense of the interconnectedness of the world today.

*Higher Education and Business.* Coordinate education and business to ensure an educated and trained work force.

*International Business and Economic Development:* Support both foreign investment in the Charlotte region and expansion of local industry through exports and investment abroad.

*International Organizations.* Support the non-profit international organizations and promote their effective coordination.

**NC  
Association  
of Certified  
Public  
Accountants  
International  
Practice Committee**

**PRIMARY CONTACT AND TITLE:**

James T. Ahler, CAE, Executive Director

**MAILING ADDRESS:**

North Carolina Association of CPAs (NCACPA)

PO Box 80188

Raleigh, NC 27623-0188

STREET ADDRESS: 3100 Gateway Centre Blvd.

Morrisville, NC 27560-9241

Tel#: 919-469-1040

FAX#: 919-469-3959

E-mail: [jtahler@ncacpa.org](mailto:jtahler@ncacpa.org)

Web Site: [www.ncacpa.org](http://www.ncacpa.org)

The office of the chair of this committee rotates annually. The 2003-2004 chair of the International Practice Committee is:

John Mark Norman

Greer & Walker LLP

201 South Tryon Street, Suite 1500

Charlotte, NC 28202

Tel: 704-377-0239

FAX#: 704-377-8663

E-mail: [jnorman@gwillp.com](mailto:jnorman@gwillp.com)

**BRIEF DESCRIPTION OF SERVICES PROVIDED:**

The activities of the International Practice Committee further the goals of the North Carolina Association of North Carolina Association of CPAs in the following ways:

- assist member CPAs to become conversant in global business practices and strategies so they may better advise their clients in these areas
- assist member CPAs in providing services in the international arena such as cross-border tax planning, multinational company mergers, joint ventures, etc.

These activities are achieved by:

- promoting continuing professional education for CPAs
- developing a resource database including experts to assist members serving inbound and/or outbound clients
- promoting member awareness of international issues through publication of articles in NCACPA publications
- providing opportunities for first hand experience by presenting timely programs and co-sponsoring international business education trips.

Additionally, members will provide foreign companies coming to the US with introductions to other service providers such as banks, insurance companies, realtors, government, chambers or commerce, etc. Some members have firms with offices in foreign countries and are prepared to assist US companies in the transaction, expansion, and/or establishment of businesses in the foreign locations.

**NCACPA mission statement:**

NCACPA is organized to promote the advancement of the accounting profession by serving its members, encouraging high professional and moral standards, advancing accounting research, providing accounting education, enhancing cordial relations among CPAs, cooperating with CPAs organized in the US, and furthering the interests of the profession and the general public.

**PRIMARY CONTACT AND TITLE:**

Lynda Imhoff, Assistant Director of Sections

**MAILING ADDRESS:**

North Carolina Bar Association

PO Box 3688

Cary, NC 27519

Tel#: 800-662-7407; 919-677-0561 FAX#: 919-677-0761

E-mail: *limhoff@ncbar.org*

The office of chair of the section rotates annually; the section liaison at the Bar Association will forward all correspondence to the incumbent chair.

**BRIEF DESCRIPTION OF SERVICES PROVIDED:**

The section furthers the purposes of the North Carolina Bar Association: to promote administration of justice throughout North Carolina, to advance the science of jurisprudence, to maintain standards of honor in the profession, to establish cordial relations among members, and to advance the public interest (within the field of international law and practice). The section brings together members of the association with special interests in this field and furthers development of the law within that field and all of its branches, formulates and extends the study of international law and practice, and seeks to simplify and approve the application of justice in this field.

**PRIMARY CONTACT AND TITLE:**

Charles Green, Assistant Director of Marketing

**MAILING ADDRESS:**

1020 Mail Service Center

Raleigh, NC 27699-1020

Tel#: 919-733-7912 x248 FAX#: 919-733-0999

E-mail: *charles.green@ncmail.net*

**NC Bar  
Association**  
International Law  
and Practice Section

**NC  
Department  
of  
Agriculture**

## NC Department of Commerce International Trade Division

### ADDITIONAL CONTACT INFORMATION:

Patrick Howard, International Trade Specialist

([patrick.howard@ncmail.net](mailto:patrick.howard@ncmail.net))

Yvonne Stott, Administrative Assistant for International Trade

([yvonne.stott@ncmail.net](mailto:yvonne.stott@ncmail.net))

### BRIEF DESCRIPTION OF SERVICES PROVIDED:

- develops new markets and expands existing markets for North Carolina agriculture products
- organizes trade show participation and trade missions
- identifies foreign buyers
- presents NC agriculture products to overseas buyers
- counsels NC firms on the export process and the export potential for their product

### PRIMARY CONTACT AND TITLE:

Peter Cunningham, Director ([pcunningham@nccommerce.com](mailto:pcunningham@nccommerce.com))

### MAILING ADDRESS:

4320 Mail Service Center

301 N. Wilmington St

Raleigh NC 27699-4320

Tel#: 919-733-7193

FAX#: 919-733-0110

Web site: [www.commerce.state.nc.us/export/](http://www.commerce.state.nc.us/export/)

### ADDITIONAL CONTACT INFORMATION:

Bob vanBrederode, Business Development Manager

([bvanbrederode@nccommerce.com](mailto:bvanbrederode@nccommerce.com))

704-591-0010

chemicals, plastics, paper products, boats

Derek Chen, Business Development Manager

([dchen@nccommerce.com](mailto:dchen@nccommerce.com))

919-733-2730

automotive

Melissa Neal, Business Development Manager

([mneal@nccommerce.com](mailto:mneal@nccommerce.com))

919-715-5746

IT, software, electronics, computers/peripherals

Kuldip Wasson, Business Development Manager

([kwasson@nccommerce.com](mailto:kwasson@nccommerce.com))

919-715-5771

telecommunications



Michael C. Crossin, Business Development Manager

(*mcrossin@nccommerce.com*)

Tel#: 919-715-5734 FAX#: 919-733-0110

environmental, biotech, life sciences

Glenn Jackman, Business Development Manager

(*gjackman@nccommerce.com*)

919-733-2829

textiles, apparel, hosiery, textile machinery

Hitoshi Suzuki, JETRO Senior Trade Advisor

(*ncs1205@mindspring.com*)

Tel #: 919-715-5772 FAX #: 919-733-0110

Tsuruko Ong, JETRO Assistant (*jetro-nc@mindspring.com*)

Tel #: 919-715-731

## CANADA OFFICE:

Russ Sawchuk, Trade Representative

Chris Meader, Trade Assistant

480 University Ave., Ste. 601, Toronto, Ontario, Canada M5G 1V2

TEL: 416-348-9191 FAX: 416-348-9610

E-Mail: *ncco@on.aibn.com*

## FRANKFURT OFFICE:

John Brennan, Investment Representative

Markus Kugler, Trade Assistant

Guido Esselborn, Trade Representative

Untermainanlage 7, 60329 Frankfurt am Main, Germany

TEL: 49-69-271-3980 FAX: 49-69-271-39818

E-Mail: *jdbrennan@nc-europe.com*, *guesselborn@nc-europe.com*,

*kuglerm@nc-europe.com*

## HONG KONG OFFICE:

William Chu, Trade Representative

Helen Ng, Trade Assistant

Room 805-6 Tesbury Centre, 28 Queen's Road East, Wan Chai,

Hong Kong

TEL: 852-2865-0555 FAX: 852-2527-0819

E-Mail: *wichu@netvigator.com*

## Overseas offices:

## JAPAN OFFICE:

Sumio Shibata, Trade Representative  
Akiko Masumura, Trade Assistant  
Toranomom Suzuki Bldg 5F, 20-4, Toranomom 3-chome  
Minato-ku, Tokyo 105-0001, Japan  
TEL: 81-3-3435-9301 FAX: 81-3-3435-9303  
E-Mail: *tradenc@nctokyo.com, ncisbest@nctomyo.com*

## MEXICO OFFICE:

David Stamey, Trade Representative  
Laura Camberos, Administrative Assistant  
Almendo 47, Conjnto Residencial Los Robles, 52100 Lerma, Edo.  
de Mexico, Mexico  
TEL: 52-728-285-2329 FAX: 52-728-285-2329  
E-Mail: *david@stameyinternational.com, camberoslau@yahoo.com*

## KOREA OFFICE:

Sung-Hoon Bae, Korea Representative  
Mrs. Kim, Trade Assistant  
Trade Tower Building, 1305 Trade Tower, 159-1Samsung-dong  
Kangnam-gu, Seoul, Korea 135-729  
TEL: 82-2-6000-2250 FAX: 82-2-6000-2255  
E-Mail: *shbae@ncstate.co.kr*

## BRIEF DESCRIPTION OF SERVICES PROVIDED:

The mission of the North Carolina International Trade Division, as the state's leading organization for exports, is to foster the growth of exports for small and medium-sized manufacturers and service companies with a proven domestic product and a willingness to commit the time, personnel, and finances necessary to participate in a global market.

To achieve this mission and to make exporting profitable for North Carolina companies, the International Trade Division offers three major programs:

### ■ Export Outreach Program

To assure each North Carolina company the best possible chance for success, the International Trade Division has developed this program—a series of workshops designed to walk a company through every facet of the export process. In cooperation with the North Carolina Community College System's Small Business Network, the International Trade Division has made this program available in six regional centers across the state.

### ■ Trade Events Program

Once a company is prepared and ready to export, the International Trade Division provides the means for a company to gain international exposure for its product and the opportunities for

the company to link with distributors, dealers, and buyers through the Trade Events Program. This program consists of catalog shows, trade fairs, and trade missions in carefully selected markets worldwide.

- Shared Foreign Sales Corporation (shared FSC)  
After a company has established a working relationship with a foreign distributor, dealer, or buyer, the International trade Division offers a financial assistance program called the Shared Foreign Sales Corporation. This program permits the North Carolina company to reduce the taxable amount of its export profits by as much as 30 percent on federal and state taxes. In turn, this reduction in taxes allows a company to reinvest these savings into increased export volume and/or new export markets.

**PRIMARY CONTACT AND TITLE:**

Shannon Neal, Director

**MAILING ADDRESS:**

POB 1601, High Point, NC 27261  
Tel#: 336-884-8170 Fax#: 336-884-8171  
E-mail: [sneal@nccommerce.com](mailto:sneal@nccommerce.com)

**ADDITIONAL CONTACT INFORMATION:**

Bob Maricich, Chairman, NC Home Furnishings Export Council  
O. William Fenn, Jr., Chairman Emeritus, NC Home Furnishings Export Council

**BRIEF DESCRIPTION OF SERVICES PROVIDED:**

The North Carolina Furniture Export Office works to foster the export efforts of North Carolina home furnishing manufacturers. This includes furniture and home furnishings, upholstery and decorative fabrics, and consumer goods.

## Furniture Export Office

**PRIMARY CONTACT AND TITLE:**

Clement V. Schrader, Jr., Chairman

**MAILING ADDRESS:**

North Carolina District Export Council  
POB 1736, Huntersville, NC 28070  
Tel#: 704-333-4886 FAX#: 704-332-2681

**ADDITIONAL CONTACT INFORMATION:**

Debbie Strader, Executive DirectorSecretary  
c/o Raleigh US Export Assistance Center  
5 West Hargett Street, Suite 600, Raleigh, NC 27601-1348  
Tel#: 919-715-7272 x612 FAX#: 919-715-7777  
E-mail: [debbie.strader@mail.doc.gov](mailto:debbie.strader@mail.doc.gov)

## NC District Export Council

## CIBER

(Center for  
International Business  
Education and  
Research)

Clement V. Schrader, Jr., Regional Vice President  
The Hipage Company  
PO Box 19143, Charlotte, NC 28219  
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### **BRIEF DESCRIPTION OF SERVICES PROVIDED:**

District Export Council (DEC) members are appointed by the Secretary of Commerce to represent a cross-section of local public and private-sector users and providers of export assistance service.

The DEC's encourage and support:

- Exports that strengthen individual companies, stimulate US economic growth, and create jobs
- Export expansion activities by working with the US&FCS domestic offices
- Opportunities to promote greater export activity at the local level by developing a trade assistance network

All this is accomplished through: counseling of local businesses; identifying export financing sources for businesses; creating export awareness in their local business communities; identifying issues that affect export trade and implementation of constructive suggestions for improvement; supporting programs and services of US&FCS domestic offices; building local export assistance partnerships with other organizations; and promoting international education at the community level.

### **PRIMARY CONTACTS AND TITLE:**

Jack Kasarda, Director

### **MAILING ADDRESS:**

CIBER  
Kenan Institute of Private Enterprise, Kenan Center, CB# 3440  
Chapel Hill, NC 27599-3440  
Tel#: 919-962-7843 FAX#: 919-962-8202  
E-mail: [sadler@unc.edu/IP/CIBER](mailto:sadler@unc.edu/IP/CIBER)  
Web site: [www.Kenan-Flagler.unc.edu](http://www.Kenan-Flagler.unc.edu)

### **BRIEF DESCRIPTION OF SERVICES PROVIDED:**

Their mission is to "help organizations and individuals function effectively in the global environment." The center promotes international activities, cross-cultural understanding, and foreign language acquisition by:

- Serving as a referral service
- Developing and offering language courses for business professionals going abroad or managing international workforces at home.

- Providing cultural training workshops for companies and graduate schools focusing international team building and improving cross-cultural communication

**PRIMARY CONTACT AND TITLE:**

Michael Peeler, Deputy Secretary for Administration

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**BRIEF DESCRIPTION OF SERVICES:**

The NC Department of the Secretary of State is responsible for an array of services vital to international business relations:

The Office of International Services is a point of contact and a valuable resource for other governmental agencies and international visitors. Services provided include meeting facilitation and coordination, links to other sources of international information, protocol assistance, and custom-tailored protocol training modules.

The Authentication Section helps North Carolina residents navigate the complex chain of official paperwork involved in international endeavors. Authentication professionals provide signature authentication services and apostilles for documents to be used overseas, from

NC  
Department  
of the  
Secretary of  
State

## NC State Ports Authority Wilmington and Morehead City

trademarks and certificates of corporate existence to adoption papers.

The Business License Information Office (BLIO) takes the mystery out of the sometimes daunting process of starting a new business by providing a central information source for federal, state, and local business regulations. Business license consultants assist businesses in identifying and securing the licenses and permits needed for specific business proposals. All BLIO services are free of charge and customized to the individual business concept.

### PRIMARY CONTACT AND TITLE:

Erik Stromberg, Executive Director

### MAILING ADDRESS:

PO Box 9002, Wilmington, NC 28402  
Tel#: 800-334-0682 or 800-336-2405 FAX#: 910-763-6440  
E-mail: [busdev@ncports.com](mailto:busdev@ncports.com)  
Website: [www.ncports.com](http://www.ncports.com)

The following can be reached at the Wilmington address:

Jeff Strader, CFO and IO  
Sarah S. Gaillard, Manager of Business Development  
Jerry Moore, Director of Port Operations  
Cris A. Mowrey, Director of Strategic Planning  
Susan Markham, Manager of Government Relations  
Karen P. Fox, Director of Public Affairs  
Jerrel Freeman, Chief Engineer  
Rick Koch, Director of Human Resources  
Steve Jackson, General Manager, Port of Wilmington

Rex Edwards, Deputy Exec. Director  
113 Arendell Street/PO Drawer 829, Morehead City, NC 28557  
Tel#: 252-726-3158 FAX#: 252-726-1190  
E-mail: [rex\\_edwards@ncports.com](mailto:rex_edwards@ncports.com)

### ADDITIONAL CONTACT INFORMATION:

#### ***Inland Ports:***

James Gailey  
505 Chimney Rock Rd, Greensboro, NC 27409  
Tel#: 336-315-7033 FAX#: 336-315-7032  
E-mail: [james\\_gailey@ncports.com](mailto:james_gailey@ncports.com)

Sheila Cox  
1301 Exchange Street, Charlotte, NC 28208  
Tel#: 704-398-2076 FAX#: 704-398-0940  
E-mail: [sheila\\_cox@ncports.com](mailto:sheila_cox@ncports.com)

**BRIEF DESCRIPTION OF SERVICES PROVIDED:**

The North Carolina State Ports Authority owns and operates deep-water seaport terminals in Morehead City and Wilmington, as well as inland intermodal terminals in Charlotte and Greensboro. The North Carolina ports enjoy a strategic location in the center of the North and South Atlantic shipping lanes. The North Carolina ports' proximity to the large international business community in North Carolina offers distinct advantages to shipping lines. Customers also recognize the cost effectiveness of operations at the North Carolina ports, as well as the cost savings on inland transportation between their location and the ports.

The Port of Morehead City offers services for breakbulk, roll-on/roll-off, and bulk cargoes. The Port of Wilmington offers services for containerized, breakbulk, roll-on/roll-off, and bulk cargoes. The intermodal terminals at Charlotte and Greensboro are adjacent to rail ramps and offer direct truck service for both loaded and empty containers between Wilmington.

Customers of the North Carolina ports can enjoy an additional benefit for companies who pay North Carolina income taxes and increase their cargo volumes over the North Carolina ports. The tax credit is based on certain fees for cargo imports and/or exports exceeding the average of those fees paid on imports and/or exports from the state ports terminal at Morehead City or Wilmington for the last three years (inclusive of the current tax year).

**PRIMARY CONTACT AND TITLE:**

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**NC World  
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## **Carolina West Chapter**

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## **BRIEF DESCRIPTION OF SERVICES PROVIDED:**

The North Carolina World Trade Association (NCWTA) brings together individuals and companies from private industry, government, and academia for the purpose of promoting international trade in North Carolina. Regular chapter meetings held across the state, the *Wachovia North Carolina World Trade Index*, the NCWTA *World Trader* newsletter, and NCWTA's co-sponsorship with many other international organizations all contribute to the vitality and expansion of international trade in North Carolina.



**PRIMARY CONTACT AND TITLE:**

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Raleigh, NC

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**BRIEF DESCRIPTION OF SERVICES PROVIDED:**

The Export Ready Program is one of the special market development programs provided by the Small Business Center Network (SBCN). The SBCN is a business training and development service operating at each of the 58 colleges in the North Carolina Community College System. The Export Ready Program is delivered across the state through six regional centers.

## Small Business Center Network NC Community College System

## Small Business and Technology Development Center (SBTDC)

Since 1991, the Export Ready Program has been providing “how-to-export” training for new-to-exporting companies. To assure the best possible chance for success in the global market, the two-day workshop walks a company, step-by-step, through the export process providing real life examples, up-to-date information, and referrals to additional exporting resources.

### PRIMARY CONTACT AND TITLE:

Annetta Brady, Director/International Business Development

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E-mail: [abrady@sbtcd.org](mailto:abrady@sbtcd.org)

Web site: [www.sbtcd.org](http://www.sbtcd.org)

### BRIEF DESCRIPTION OF SERVICES PROVIDED:

The North Carolina Small Business and Technology Development Center (SBTDC) is a business development service of the University of North Carolina operated in partnership with the US Small Business Administration. The SBTDC provides management counseling and educational services to help business meet challenges, manage change, and plan for the future.

The SBTDC's International Business Development (IBD) program provides service to those companies needing assistance with *export financing*.

IBD supports the SBA's export working capital loan guarantee program via one-on-one client counseling and referral to the SBA export finance officer in Charlotte (see US Small Business Administration on page 28 of this guide).

IBD also serves as North Carolina's City/State (or local) Partner for the Export-Import Bank (Ex-Im Bank) of the United States ([www.exim.gov](http://www.exim.gov)), representing the bank in a business development role. Ex-Im Bank is an independent US government agency that helps finance the overseas sales of US goods and services. IBD staff travel to the various regions of North Carolina on a regular basis, call on companies and banks regarding Ex-Im programs, make presentations on export financing, and schedule appointments for Ex-Im Bank representatives from Washington, DC, who visit the state approximately once every six weeks.

The bank's programs include:

- working capital guarantees
- export credit insurance
- guarantees of commercial loans to foreign buyers
- direct loans to foreign buyers (for amounts greater than \$10 million)

Please review the SBTDC's international services at [www.sbtdc.org/services/ibd.asp](http://www.sbtdc.org/services/ibd.asp).

**PRIMARY CONTACT:**

Sam Troy, Network Director

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Web site: [www.BuyUSA.com/southeast](http://www.BuyUSA.com/southeast) and [www.export.gov](http://www.export.gov)

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**CHARLOTTE EXPORT ASSISTANCE CENTER**

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**Southeastern  
US Export  
Assistance  
Center  
Offices**  
US Department of  
Commerce

# US Small Business Administration (SBA)

## BRIEF DESCRIPTION OF SERVICES PROVIDED:

US Export Assistance Centers have the acknowledged role as the primary organizations for providing value added, one-on-one counseling to export ready firms. Specifically the office helps US firms compete more effectively in the global market place by combining the international services of the United States Department of Commerce, the Export-Import Bank of the United States, and the Small Business Administration.

Export promotion services include:

- Gold Key Service: Customized business assistance available in 47 countries
- Customized Market Analysis: Provides information on sales potential, competition, sales channels, pricing, buyer profile, market exposure, overcoming obstacles, potential representatives/buyers, and licensing/joint venture possibilities
- International Market Research: Comprehensive, in-depth research performed on location in overseas markets and posted on the National Trade Data Bank (NTDB)
- Commercial News USA: Showcase your product or service in this catalog/magazine in 161 overseas markets
- International Company Profile: Background checks are prepared on your potential trading partners
- International Partner Search: Locates potential overseas partners/representatives

## PRIMARY CONTACT AND TITLE:

Daniel W. Holt, International Finance Specialist

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 Website: [www.sba.gov/oit](http://www.sba.gov/oit)

## BRIEF DESCRIPTION OF SERVICES PROVIDED:

Financing assistance:

- SBA Export Express is a loan program lenders can use to help small businesses with a streamlined and expedited loan review and approval process for SBA guaranteed loans of up to \$150,000. Loan proceeds may be used for most business purposes, including: participation in a foreign trade mission; transaction-specific financing; general lines of credit for export purposes; and term loans for working capital and fixed-asset financing.

■ SBA's International Trade (IT) Loan Program assists small business exporters that require working capital or fixed-asset financing. Under the IT loan program, the SBA can guarantee as much as \$1.25 million in combined working capital and facilities-and-equipment loans. The working capital portion of the loan may be made according to the provisions of the Export Working Capital Program (below).

■ SBA's Export Working Capital Program (EWCP) encourages lenders to offer export working capital loans by guaranteeing repayment of up to \$1 million or 90 % of a loan amount, whichever is less. A loan can support a single transaction or multiple sales on a revolving basis. Designed to provide short-term working capital to exporters, the EWCP is a combined effort of the SBA and the Export-Import Bank. The two agencies joined their working capital programs to offer a unified approach in support of export financing. The EWCP uses a 1-page application form and streamlined documentation usually with a 10-day or less turnaround. Pre-qualification is also available.

### Export assistance:

■ SBA's Office of International Trade (OIT) helps small businesses enter and succeed in the global marketplace through counseling, training, publications, and business development information. Its mission is to expand employment and income opportunities for small businesses through exports of U.S. goods and services. Matchmaker Trade Missions are also co-sponsored with the U.S. Department of Commerce, to link U.S. firms with potential foreign buyers.

■ Export Trade Assistance Partnership (E-TAP)

Assists small business owners to become export-ready and compete in global markets. The program consists of four distinct segments: partnership, training, counseling and international trade shows or missions. The ultimate goal is for U.S. small businesses to participate in trade events in the country or countries with the greatest market potential for the businesses' exports.

■ Trade Mission OnLine is a database for small businesses seeking to export their products. Foreign firms and U.S. businesses use this to find U.S. business partners or suppliers for direct product sales, licensing or franchising agreements. The SBA will also use TM OnLine to recruit for foreign trade missions and to provide trade leads to registered companies.

■ TradeNet is a one-stop site for exporting resources. It is a portal or electronic toolkit that guides exporters, particularly small and medium sized enterprises, to many government and industry information contacts, and services.

# World Trade Center North Carolina

## PRIMARY CONTACT AND TITLE:

Bill Harazin, Chairman

## MAILING ADDRESS:

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## GENERAL INFORMATION

The World Trade Center North Carolina has served as a business forum for information and dialog about international commerce and facilitating trade. It has done this by supplying businesses and public organizations with a first-class environment and top-quality service for:

- Access to intelligence about markets and trends
- Contact management
- Accurate referral with follow-up
- Frequent opportunities for public-private dialog
- Confidential, unrestricted advice

## Activities

The World Trade Center North Carolina has built an aggressive agenda of activities:

- Trade leads: Disseminated requests to buy and sell through the network of several hundred World Trade Center franchises worldwide using WTCA On-line, a state-of-the-art web site for traders.
- Educational seminars: Provided companies with timely information on foreign opportunities and market entry strategies as well as keeping them abreast of important global trends and international trade issues such as e-commerce. Speakers were drawn from leading international manufacturing firms, service providers, the public sector, and regional universities.
- Speaking engagements: Provided programs for K-12 public and private schools, community colleges, business and civic organizations.
- Delegation management: Assisted state government in organizing selected missions and receiving foreign dignitaries. Disseminated information weekly through "Trade Alert."
- Support to partners: State secretariat for the North Carolina World Trade Association, administrator for the Triangle Chapter of NCWTA, office site of Latin American Resource Center, office site and administrator of the Triangle World Affairs Council. Site for meetings, conference management expertise, and financial responsibility.

- Special projects: Grant-funded market development activities focused on environmental and telecommunications services, in partnership with the state trade and USEAC offices; the Kenan Institute for Private Enterprise; UNC-CH; Washington, DC; and Asia. The WTCNC is leading a project in cooperation with the City of Durham aimed at encouraging minority-owned firms to go global.
- Referrals: Responded to numerous calls from within the state and from overseas. WTCNC excels at putting people of like business minds together. Responds appropriately to requests for: (1) help in identifying local service providers; (2) information about the state's businesses; (3) access to state officials; (4) information on careers in international trade; (5) overseas market information; (6) international trade data; and (7) international contacts.
- Trade Research: Individualized research provided by staff and university-level interns.